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CLAIMS

What is claimed is:

1	1. A computerized, Internet protocol (IP) based voice response system for servicing a
2	call received over a public switched telephone network (PSTN) comprising:
3	a PSTN-to-IP gateway for connecting to the public switched telephone network;
4	an IP network medium connected to the gateway; and

a network server in communication with the network medium for automated
 interaction with a user participating in the call.

- 2. The voice response system of claim 1, wherein the network server comprises a host computer for executing a voice application program, a grammar database corresponding to a set of recognizable utterances, and a voice recognition engine for comparing a speech input from the user against the set of recognizable utterances.
- The voice response system of claim 2, wherein the voice application program is a
 VoiceXML program.
- 1 4. The voice response system of claim 2, further comprising a firewall in communication
 2 with the network medium for connecting the network server to an external IP network through
 3 the firewall, wherein the voice application program is remotely hosted on the external IP
 4 network.
- 1 5. The voice response system of claim 2, wherein the network server performs call control communications with the PSTN-to-IP gateway in accordance with a SIP protocol.

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1	6.	A scalable, computerized, Internet protocol (IP) based voice response system for	
2	servici	ng a plurality of calls received over a public switched telephone network (PSTN)	
3	comprising:		
4		a PSTN-to-IP gateway for connecting to the public switched telephone network;	
5		an IP network medium connected to the gateway;	
6		a plurality of network server in communication with the network medium for	
7		automated interaction with a set of users participating in the plurality of calls; and	
8		a proxy server in communication with the PSTN-to-IP gateway for load balancing the	
9		plurality of calls amongst the plurality of network servers.	
1	7.	The voice response system of claim 6, wherein each network server of the plurality of	
2	netwo	rk servers comprises a host computer having a distinct network identification number.	
1	8.	The voice response system of claim 7, further comprising a configuration server for	
2	autom	atically loading and configuring an initial software environment for the host computer	
3	during	g its initial bootup sequence based upon the network identification number.	
1	9.	A method of using voice over Internet protocols (VoIP) to handle circuit switched	
2	calls i	n a voice activated system, the method comprising:	
3		terminating a circuit switched call at a conversion device that translates the circuit	
4		switched call into a VoIP format as a packet switched call;	
5		forwarding the packet switched call in the VoIP format from the conversion device to	

a computer system; and

- performing speech recognition on the call using audio data extracted from the VoIP
 format by the computer system.
- 1 10. The method of claim 9, wherein the conversion device and the computer system are
- 2 located in close physical proximity.
- 1 11. The method of claim 9, wherein there is a second computer system physically distant
- 2 from the conversion device and wherein the forwarding goes to the second computer system
- 3 responsive to a failure of the first computer system.
- 1 12. The method of claim 9, further comprising prior to the forwarding sending a message
- 2 from the conversion device to a second computer system, the second computer system
- 3 selecting the computer system from a plurality of computer systems to receive the call.
- 1 13. The method of claim 12, wherein the selecting according to a predetermined set of
- 2 criteria to balance number of calls being handled by each of the plurality of computer
- 3 systems.
- 1 14. The method of claim 12, wherein the message comprises a session initiation protocol
- 2 (SIP) request.
- 1 15. The method of claim 12, wherein the forwarding occurs responsive to a SIP
- 2 acknowledgement from the computer system.